

Overview

HPE Synergy Composer

HPE Synergy is composable bladed infrastructure for any workload in a hybrid cloud environment.

One infrastructure for any workload increases your productivity and control across a hybrid cloud environment. HPE Synergy infrastructure supports current- and next-gen apps, across diverse infrastructure requirements and service level objectives. It's designed with extensible management through a unified API -- which enables both today's IT workloads and support for emerging technologies for the next decade.

Automating everyday operations eliminate costs, frees up resources, and simplifies IT operations with software-defined intelligence. This includes security features that go beyond perimeter security -- to prevent, detect, and recover from threats.

HPE Synergy accelerates application and service delivery time by deploying at cloud-like speed and scale -- and by enabling faster and smarter apps development with a developer-friendly infrastructure.

HPE Synergy Composer, powered by HPE OneView, manages the Composable Infrastructure. It delivers:

- **Fluid pools of resources** in a single infrastructure of Compute, Storage, and Fabric resources which are matched to workloads with self-assimilating capacity,
- **Software-defined intelligence** from a single interface that efficiently matches logical software structures to available resources for rapid workload implementation, leveraged re-use, and orchestrated template-driven operations, and
- **Unified API access** for integrations, automations, and customizations by utilizing simple programming of every infrastructure element to easily automate IT operational processes and applications.

Composable bladed infrastructure in HPE Synergy empowers IT to create and deliver new value instantly and continuously. This single infrastructure reduces operational complexity for traditional workloads and increases operational velocity for the new breed of applications and services. Through a single interface, HPE Synergy composes compute, storage, and fabric pools into any configuration for any application. With its broad range of applications and operational models -- such as virtualization, hybrid cloud, and DevOps -- HPE Synergy becomes the internal partner for IT to rapidly launch new businesses.

Managing Composable Infrastructure

HPE Synergy Composer provides the enterprise-level management to compose and deploy system resources to your application needs. The Composer management appliance uses software-defined intelligence from embedded HPE OneView to aggregate Compute, Storage and Fabric resources in a manner that scales to your application needs, instead of being restricted to the fixed ratios of traditional resource offerings. This capability to quickly match resources to workloads, and then to rapidly make changes, provides you with infrastructure-as-code control for integration, automation, and customization to meet your IT needs.

HPE Synergy Composer manages your hybrid cloud environment with infrastructure-as-code control.

Overview

What's New

HPE Synergy Composer, powered by HPE OneView, manages the Composable Infrastructure of HPE Synergy.

HPE Synergy Composer2 is a second-generation management appliance which provides the following enhanced capabilities:

Gen10 Architecture

- UEFI and iLO5
- 8-core processor with 64 GB memory
- Fast user interface responsiveness
- Improved performance for operations at scale

iLO Remote Access

- iLO access for remote datacenter management
- Remote power controls, remote console, and re-imaging using iLO Virtual Media

Security

- Secure Boot validates the Composer2 firmware to the iLO 'Silicon Root of Trust' to prevent tampering
- Composer2 iLO access is secure by default, using the CNSA security mode.

All HPE Synergy Composer management appliances will benefit from these HPE OneView enhancements:

Virtual Connect Fabric & Networking

- Advanced L2 Features for 100Gb Synergy VC Interconnect Module
- Synergy IPv6 support with device assignment/address pools
- Support for large network sets
- Arista ToR support
- Improved Logical Interconnect (LI) 'Update from Group' progress indicators

Firmware Updates

- Firmware compliance dashboard for Gen10-based servers
- Server firmware 'retries during failure' enhancements
- Fine-grained progress indicators during firmware update process

Storage

- Brocade Fabric Operating System (FoS) support, a REST API implementation on the latest Brocade switches which replaces Brocade Network Advisor (BNA).
- Nimble Storage Arrays support for Fibre Channel (FC) and mixed Fibre Channel /Fibre Channel-over-Ethernet (FC/FCoE).

Security

- Data-at-rest encryption in Synergy Composer.

Template and Profile Enhancements

- Cluster profile 'rolling cluster update' for VMware vSAN
- Consistency Reporting for FW+BIOS (Server Profile to Server Hardware)

Supportability and Remote Support

- Cancel firmware update task
- 'Global secondary contact' added in HPE OneView Remote Support
- Preview Support Dump



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Additional Enhancements

- iLO Configuration for Hostname & Key manager setup
- Enhanced 'noisy alert' suppression
- Display-of-progress reporting enhancements for long-running tasks
- WCAG 2.0 Accessibility standards for Keyboard Operations

Integrations with popular software applications, such as HPE OneView for VMware vCenter and HPE OneView for Microsoft System Center, are also being continuously enhanced.



Standard Features

HPE Synergy Composer is the primary appliance for managing Synergy systems. This hardware appliance is powered by HPE OneView and is designed with hardware failover -- allowing a redundant Composer appliance to take over control and keep your critical infrastructure up and running.

HPE Synergy Composer2 is a second-generation management appliance which provides enhanced capabilities where noted.

Infrastructure as Code

HPE Synergy Composer manages Composable Infrastructure with software-defined intelligence to present an 'infrastructure as code' view of fluid resource pools to developers and users.

HPE Synergy Composer provides native infrastructure management for assembling and re-assembling fluid pools of compute, storage, and fabric resources to meet any workload. Detailed configuration information can be saved as templates and then re-applied, enabling the physical infrastructure to be managed like software. 'Infrastructure as code' provides on-demand delivery and support of applications and services with consistent governance, compliance, and integration.

This represents a paradigm shift in managing infrastructure. Software-defined architecture auto-discovers and self-assimilates all HPE Synergy resources for immediate use with template-driven operations. This intelligence increases the speed, efficiency, and reliability of operations.

The HPE Synergy Composer consolidates management of the entire system domain: HPE Synergy Frames, HPE Synergy Compute modules, HPE Synergy Storage modules, HPE Image Streamer, and HPE Fabric modules. Composer also deploys, monitors, and updates the infrastructure from one interface and one Unified API (which is also in HPE OneView). IT groups can deploy infrastructure for traditional, virtualized, and cloud environments. And resources can be updated, flexed, and redeployed in a frictionless manner without service interruptions.

High Availability Lifecycle Management

HPE Synergy Composer is the management heart of HPE Synergy. It is the management appliance that provisions, monitors, updates, and repairs your composable infrastructure. HPE Composer provides management of the HPE Synergy 'ready-to-run' infrastructure with embedded licensing so that licensing concerns are invisible to you as a user.

High availability management

The HPE Synergy management infrastructure is designed for high availability (HA) operation. Redundancy is designed into all aspects of the management system. For example, pairs of HPE Composer appliances provide failover (active-standby) for enterprise high availability. Also, Frame Link Modules define the multi-frame management ring and are redundantly implemented for HA operation.

Security

The HPE Synergy management platform provides a holistic basis for security.

- Separation of the data and management (or 'control') planes provides maximum control.
- User identifications and authorizations comply with the best known security practices.
- Role-based access control (RBAC) and Scope-based access control (SBAC) can be utilized.
- Identities can be verified through 2-factor authentication.
- Certificate management assures proper validations.
- SNMPv3 and Secure boot protocols prevent unauthorized access.
- Cryptography validation and certification for Federal Information Processing Standards (FIPS) 140-2 is available, including support for Commercial National Security Algorithm (CNSA) Suite algorithms.
- Single-sign-on (SSO) to iLO is supported and tracked via audit logs.
- Provisioning control assures standardization in mass deployments.
- Management appliances are security-hardened and have encryption of critical data.
- Backup and Recovery for the management appliance is handled in a secure manner.



Standard Features

HPE Synergy Composer2 provides additional security capabilities:

- Secure Boot validates the Composer2 firmware to the iLO 'Silicon Root of Trust' to prevent tampering.
- Composer2 iLO access is secure by default use of the strongest iLO security mode (CNSA mode).

Separation of Data and Management planes provides optimal bandwidth to maintain control at all times without oversubscription issues. A dedicated management plane using 1GbE or 10GbE also helps prevent malicious takeovers in Denial of Service (DoS) attacks.

Industry-standard enterprise Directory Services are utilized to confirm user identification and to control access to compute resources. This allows one administrator to quickly set up authentication and authorization for each user, as appropriate to their responsibilities and organizational associations, for specific categories of compute resources. Role-based access control (RBAC) restricts system access to authorized users. A separate role for server firmware operators is provided for profile management and basic break-fix operations.

Single-sign-on (SSO) to iLO is provided in HPE Composer. All user actions are logged in an audit log. Options for LDAP/AD-based directory services authentication and authorization are also supported.

Provisioning control is provided for general deployment and provisioning use in HPE Synergy. Both general provisioning and HPE Image Streamer avoid use of PXE Boot with its known security issues.

Management appliances are security-hardened with limited open ports, limited access to the command prompt, and a restricted "kiosk" graphical user interface (which prevents access to the underlying operating system and other software). Sensitive data on the appliance is encrypted and data downloaded from the appliance is encrypted by default (e.g. support dumps, backup files).

Management appliance backup

Appliance backups for HPE Composer provide both automated and scheduled 'push' backups. The user supplies access to a backup repository system, and the backup is 'pushed' to that location at regular intervals. Remote locations and a regular schedule for backups can be specified. Backup processes also utilize a specific user role which does not permit access to other resource views and tasks. Backup files are also encrypted and contain configuration settings and management data, which avoids the need to create separate backup files for the appliance and its database files. Backups can be created while the management appliance is online, and the backup process can be scheduled from outside the management appliance with file collection set according to your site's policies.

Monitoring, health, and maintenance

HPE Composer provides a streamlined, modern alert management architecture that simplifies monitoring. When managed resources are added to the appliance, they are automatically discovered, inventoried, and set up for monitoring, including the automatic registration of SNMP traps and scheduling of health data collection. For example, HPE Synergy compute modules are monitored immediately without requiring additional configuration or discovery steps.

All monitoring and management of data center devices is agentless and out-of-band for increased security and reliability. No OS software is required, no open SNMP ports on the host OS are required, and zero downtime updates can be performed for these embedded agents.

HPE Composer also provides proactive alert notifications via email. Administrators can configure alert filters and email identifications to match new alerts to filter criteria and then send an email to the identified contact. You can also view all alerts, filter your alerts, and search your alerts using HPE Smart Search. Alerts can be assigned to specific users and annotated with notes from administrators. Notifications or traps can be automatically forwarded to enterprise monitoring consoles or to centralized SNMP trap collectors.

Self-diagnostic capabilities allow HPE Synergy Composer to be aware if a hardware component is misconfigured or failing. The Synergy management infrastructure itself knows what has failed. For example, if a module is not properly seated or a component fails, HPE Synergy acknowledges the event and notifies administrators.



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Dashboard

Customizable dashboard capabilities allow you to select and display important inventory, health, or configuration information. This can also be used to define custom queries for new dashboard displays. More detailed information and additional views of firmware revisions and hardware inventory (servers, storage, and networks) are available in the user interface. Visibility into other data and inventory elements is always available through the user interface and Unified REST API -- info that can also be found using HPE Smart Search.

Firmware Compliance Dashboard

Firmware compliance dashboard enables users of Gen10-based servers to quickly identify and correct firmware compliance issues. This dashboard compares firmware compliance to any selected SPP baseline and organizes the updates by severity-level (Critical, Recommended, or Optional). Complete or filtered views of current and proposed firmware updates are provided with links to the logical resources for updating firmware. Detailed views show compliance for hardware with both installed and baseline versions for easy comparison. Views can be filtered (by firmware baseline, severity, or hardware type) and exported (Excel or a csv format).

Pure IPv6 support (option)

Pure IPv6 operation is supported for Synergy Composer and all the managed end nodes for customers that need more scalable and efficient networks. This optional capability is for customers that require IPv6-only addresses (no IPv4 allowed) on the management appliance and all of the managed Synergy servers.

Notes: [Synergy Composer continues to support IPv4 environments, as in previous releases.](#)

Easy setups, Quick-to-use

Synergy systems are quickly available for use because of auto-discovery, simplified setup processes, and self-assimilating system capability.

Auto-discovery

HPE Synergy systems perform automated discovery of physical resources. Everything in the management network is automatically discovered upon insertion or upon being linked into the network fabric. All linked frames in a domain are automatically discovered, resources are created for them in HPE Composer, and they are put into a monitored state. New resources are self-assimilated into the managed environment.

Specific capabilities for auto-discovery include:

- Discovery and inventory of each linked frame and its components that are connected on that same frame with the HPE Composer (including Frame Link Modules, compute modules, fans, power supplies) without the user having to supply any IP or toe-tag information,
- Discovery of each interconnect from the Field Replaceable Unit (FRU) with its device data (Serial number, DNS name, Base Mgmt MAC address, Base WWN),
- Automatic placement of discovered frames into a 'monitored' state,
- Resilience to add frames or remove frames (for example, if link cables are disconnected),
- Issuance of alerts for configured frames that are 'missing' from communications, and
- Detection of errors and diagnostic information about error conditions.

Simplified setup

The HPE Synergy setup process is a guided installation experience, which steps the user through the process.

HPE Synergy also incorporates an installation technician mode for faster and easier setups. This mode allows setup technicians to verify that hardware is correctly installed and is free of configuration errors -- before the systems are handed over to the infrastructure administrator for configuration. This mode enables setup technicians to perform all their typical tasks:

- Racking and cabling the frames and supplied power,
- Viewing the hardware inventory and health status,



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- Viewing newly-added frames in HPE OneView as soon as the new frame is installed, powered on, and link cables are correctly in place, and
- Troubleshooting of any hardware faults.

Technicians can perform all their necessary installation tasks without being given unlimited administrative access to the systems.

Self-assimilating systems

Software-defined infrastructure assembles and re-assembles resources to eliminate complexity and to orchestrate fluid pools of resources. Templates capture best practices and efficiently use resources, including creation of logical infrastructures to provision at near-instant speeds and meet application needs. Self-assimilation of additional capacity into larger flexible pools reduces operational complexity as hardware environments grow. This results in simple and automated scaling to achieve economies of scale and efficiency.

The result is that HPE Synergy systems are easy to set-up and bring-under management!

Compute Management

The HPE Synergy 12000 Frame is the foundation of HPE Synergy solution. It is designed to run today's compute and data-intensive applications and next-generation mobile-first, cloud-native applications.

HPE Synergy Frame combines compute, storage, and fabric in a single physical intelligent infrastructure which uses HPE Synergy Composer to flexibly compose those resources. The Synergy Frame easily scales by linking into larger groups (or domains) of frames to form a dedicated management network, and it is also designed to accept multiple generations of compute, storage, fabric, and management modules.

Composable compute resources of two-socket and four-socket compute modules plug into the Synergy Frame to provide the performance, scalability, density optimization, storage simplicity, and configuration flexibility to power a variety of workloads. Compute modules give flexibility in processor choices, storage options, and simplified I/O to power demanding workloads and to increase virtual machine density.

The HPE Synergy Composer consolidates management of the entire system domain, including compute modules. The HPE Synergy architecture lets IT quickly and accurately configure the entire infrastructure in one step, using one interface.

Powerful templates

HPE Synergy Composer templates are the most powerful in the industry -- comprehending compute, storage, and fabrics. (With Image Streamer, the deployed software state can also be captured.) These powerful templates define how the HPE Synergy infrastructure needs to be configured, and then the infrastructure's software-defined intelligence implements the needed changes programmatically without human intervention. This significantly reduces operational complexity and cost, while increasing service availability.

The unique definition of each Synergy compute module is captured by Composer into a server profile. The server profile is a logical software construct that defines the server configuration for a given workload. Detailed configuration information (such as BIOS, firmware, boot order, RAID, and storage configs) of multiple similar server profiles can be saved as a template and then be re-applied to manage the physical infrastructure like software ("infrastructure as code").

Powerful templates in HPE Composer also provide "monitor, flag, and remediate" capabilities which can be used to enforce configuration compliance in server profiles. Multiple server profiles created from a single template can be monitored for configuration compliance. When inconsistencies are detected, an alert is generated to indicate that the offending profile is out-of-compliance with its template and that it needs remediation. Likewise, when updates are made at the template level, all profiles derived from that template are flagged as inconsistent and as needing remediation. The user then has complete control over the remediation process to bring individual modules or multiple systems back into compliance. Template operations can also be used from the graphical user interface or from the Unified API using PowerShell or Python scripts.



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In traditional enterprise IT environments where infrastructure is managed one functional area at a time, every device (whether it's servers, storage, or networking) is associated with a specific manager. If templates are used to configure those devices, the templates are associated with a specific hardware device and IT teams must configure each device. Provisioning an application across these multiple devices involves a complex process of configuring a variety of different products with different tools. This is a time consuming and costly undertaking which is also error prone because of the complexity.

In contrast, HPE Synergy templates bring intelligence into the infrastructure with a single interface that allows end-to-end control of the entire infrastructure. HPE Synergy Composer, powered by HPE OneView, provisions workloads using a template to the needs of the workload rather than to the needs of a particular device. This template-based approach can also automatically provision multiple compute nodes without additional manual operations. Templates provide significant "infrastructure as code" capabilities that speed provisioning and accelerate your time-to-service.

Frictionless updates

Frictionless updates let you orchestrate firmware updates without impacting operations. Infrastructure changes in HPE Synergy (like firmware updates for both fabric interconnects and compute) can be implemented automatically through template-based operations to reduce downtime, manual operations, and errors.

Hewlett Packard Enterprise aids the frictionless updates by providing a tested combinations of firmware and drivers for Synergy management appliances (Synergy Management combinations) and Synergy frames and compute modules (Synergy Custom SPP), in which all the firmware and system software are tested together as a single solution stack. And all firmware update operations in HPE Composer will not impact your production network because they are performed entirely via the management network – which is a separate network.

Templates are a powerful way to update and maintain your existing infrastructure. Templates have a "one-to-many" model with inheritance properties which associate settings from a single template with multiple server profiles. A single template change can update multiple server profiles. HPE Composer then allows you to choose how you perform firmware and OS driver updates for composable compute in HPE Synergy. Application owners can apply updates instantly (on-demand) or they can stage updates to automatically take effect at a later time. This allows administrators to control when applications or servers are taken offline in order to target updates to different maintenance windows. Coordinating all these maintenance windows can be extremely difficult, and the staged update process provides flexibility. The updated firmware is copied to the compute modules, where it is stored until a convenient maintenance window is identified and at which time the update is applied. Firmware deployments can also be scheduled from the server profile with automated reboots.

An optional automated process allows users to perform an orchestrated (rolling) update throughout the entire managed environment without disrupting any applications. The software-defined intelligence of 'logical enclosures' enables multi-frame firmware updates across many diverse components: Frame Link Manager and components, logical interconnects, and server profiles. These update processes include automated dashboard-based compliance reporting. And HPE Synergy Composer also allows use of the high-level Unified API to automate these update tasks.

Storage Management

HPE Synergy architecture employs a variety of internal and external storage options to provide fluid pools of resources for any workload, from traditional applications to cloud-native applications. HPE Synergy Composer enables local and zoned direct attach storage (DAS) and storage area network (SAN) solutions. SAN solutions include HPE Nimble Storage Adaptive Flash Arrays and system-defined tier-1 flash HPE 3PAR StoreServ solutions. Third party SDS and SAN solutions may also be supported on Synergy, but without full system composability.

Software-defined intelligence integrates storage options with server profiles to save you time and make you more productive. This software-defined nature in HPE Composer enables you to:

- Attach storage to server profiles,
- View and manage your storage system and storage pools,



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- Provision various types of SAN volumes from HPE 3PAR including thinly provisioned de-duplication volumes and snapshot volumes, and
- Create volume templates to provision multiple volumes with the same configuration.

Server profile templates can also specify which server profile should boot from DAS, iSCSI, or Fibre Channel volumes. Resulting server profiles generated from the template will indicate which volume is the boot target, and compliance checks are included.

Direct attached storage (DAS) – local and zoned

Local direct attached storage (DAS) is managed by a Smart Array controller. Each compute module that is to be connected to the storage module over the SAS fabric is required to have one Smart Array controller (P542D or P416ie-m) in the Mezzanine #1 slot. Drives are then zoned to a server profile, including boot volumes.

Zoned direct attached storage (DAS) utilizes the HPE D3940 Storage Module. This double-wide module fits within the HPE Synergy frame to provide pooled storage for composable infrastructure. The HPE D3940 Storage Module also provides large storage capacities. Each storage module has 40 drives of either SSD or HDD form factor. (A single HPE D3940 Storage Module can provide up to 600TB using 15TB SSD drives -- or up to 3PB of storage in a Synergy frame using five storage modules!) HPE Synergy Composer can zone up to 200 drives for Gen10 systems (using P416ie-m controller) to compute modules in the same frame or up to 71 storage drives for Gen9 systems (using P542D controller). For DAS-centric workloads, the non-blocking SAS fabric allows full utilization of flash storage performance for local applications.

External Arrays connected via Storage Area Networks (SAN)

When using HPE Nimble Storage Adaptive Flash Arrays or HPE 3PAR Storage Systems, HPE Synergy can bring a SAN Manager, and the SAN infrastructure associated with that SAN Manager, under management of the HPE Synergy Composer.

HPE Synergy Composer can:

- Discover SAN-connected servers and these HPE storage systems,
- Attach server profiles to SAN volumes on the storage system through existing SAN connections or through the automated SAN zoning services of HPE Synergy Composer, and
- Automatically configure SAN zoning through server profile volume attachments.

External Arrays connected via SAN – HPE Nimble Storage Adaptive Flash Arrays

HPE Nimble Storage Adaptive Flash Arrays combine a flash-efficient architecture with full HPE InfoSight predictive analytics to achieve fast, reliable access to data and 99.9999% guaranteed availability. These Hybrid Flash storage arrays are designed for both Primary and Secondary flash workloads -- for mixed primary workloads where cost-efficient flash performance is important, and also for secondary workloads of backup and Disaster Recovery (DR) which allow you to put your backup data to work. The arrays use inline variable block deduplication and compression for maximum data reduction.

HPE InfoSight uses artificial intelligence (AI) operations to simplify how your infrastructure is managed and supported. These integrated operations protect your storage investment in Nimble adaptive arrays for business value today and tomorrow.

Synergy Composer supports Nimble connections for the following interfaces:

- iSCSI volumes,
- Fibre Channel (FC), and
- Mixed Fibre Channel /Fibre Channel-over-Ethernet (FC/FCoE).

External Arrays connected via SAN – HPE 3PAR Storage Systems

HPE 3PAR Storage is part of the overall HPE Composable Storage family. HPE Composer provides software-defined intelligence for HPE 3PAR Storage Systems to be provisioned, grown, and recycled on-demand for use in compute composition, as defined by profiles and templates. Frictionless changes are implemented quickly using template-based operations. HPE Composer enables 3PAR storage resources to be aggregated and disaggregated in a fluid manner, and with flexible ratios. HPE 3PAR storage is managed with software-defined intelligence through HPE Synergy Composer to deliver assured service-levels for traditional uses, virtualization, and IT-as-a-Service.



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A variety of storage area network (SAN) topologies are available for use with HPE Synergy. HPE Synergy Composer provides SAN management compatibility with switched fabric, direct attach, and vSAN topologies with dynamic connectivity between HPE Synergy systems and HPE 3PAR StoreServ Storage Systems. HPE Composer discovers the SAN paths and provides connectivity services for the following types of Fibre Channel (FC), Fibre Channel-over-Ethernet (FCoE), and mixed FC/FCoE SAN infrastructures:

- SANs managed through the HPE B-Series SAN Network Advisor software (connected to an HPE B-series FC SAN configuration),
- SANs managed through Brocade Network Advisor (BNA) software (connected to a Brocade FC SAN configuration), and
- Managed directly through a switch in the SAN (connected to HPE 5900 family FC and FCoE SAN configurations).

External Arrays connected via SAN – Brocade & Cisco

HPE supports SAN capabilities with both Brocade (FoS and BNA) and Cisco in addition to HPE Nimble Storage and HPE 3PAR Storage Systems.

Brocade's Fabric Operating System (FoS) is a REST implementation on the latest Brocade switches that eliminates the need for a BNA. Direct communication is possible with a Brocade switch which has FOS. Brocade Network Advisor (BNA) is a separate virtual machine with management software which communicates with a physical Brocade switch.

HPE also supports SAN capabilities with certain Cisco versions and models.

For supported storage system versions and models, see the [HPE Synergy Support Matrix](#).

Boot-from-SAN

HPE Composer allows users to select a managed volume as the boot target using a simplified server profile boot configuration. This action enables the software-defined intelligence in HPE OneView to internally perform the "cut and paste" functions. The user configures the connections as bootable, and then selects a managed volume from which to boot. Boot-from-SAN capabilities are available for HPE Nimble Storage Arrays (FC or iSCSI volumes), HPE 3PAR Storage Systems (FC/FCoE volumes), and HPE StoreVirtual (iSCSI volumes) on HPE Synergy with HPE Virtual Connect.

Storage monitoring, connectivity, and synchronization

HPE Composer monitors storage systems and issues alerts when there is a change in health or connectivity status of storage systems. Storage systems are also monitored to ensure that they are synchronized with changes to hardware and configuration settings. Should the appliance lose connectivity with a storage system, an alert is displayed until connectivity is restored. Logical disks are also available for viewing in Map View.

For supported storage systems, see the [HPE Synergy Support Matrix](#).

Fabric Management

HPE Synergy simplifies next-generation fabric management with software-defined intelligence. Logical software constructs (like groups and network sets) allow HPE Synergy Composer to enhance fabric management, capture best practices, and extend Virtual Connect features.

The HPE Synergy architecture includes three fabric interconnect types:

- HPE Virtual Connect interconnects,
- Switches, and
- Pass thru interconnects.

Virtual Connect interconnects are managed through the HPE Synergy Composer. Switches and Pass thru interconnects can be managed through a command-line interface (CLI), and switches can be monitored with the HPE Intelligent Management Center (IMC).



Standard Features

Virtual Connect

HPE Virtual Connect provides wire-once, edge-safe, change-ready environment to make it easy for administrators to manage their dynamic network environment at the server edge. HPE Synergy Composer manages Virtual Connect to deliver simple, composable bandwidth resources with no fixed ratios using a high performance, cost-effective architecture.

HPE Synergy Composable Fabrics enhance the familiar Virtual Connect 'wire-once' experience with:

- Flexible bandwidth pools,
- Fabric disaggregation,
- Frictionless scaling,
- Frictionless updates,
- Multi-module link aggregation (MLAG), and
- Software-defined intelligence.

Flexible bandwidth pools

Flexible bandwidth pools are enabled by using a single very-large switching fabric with special cables and interconnect modules to reach compute modules in additional frames. Single bandwidth pools will enjoy flexible subscription ratios, low-cost scaling by adding Interconnect Link Modules, and enhanced firmware upgrade experiences. Single-hop east-west switching for both intra-frame and inter-frame configurations will see negligible latency with Interconnect Link Modules, and will also see reduced ToR switch port consumptions.

Fabric disaggregation

Fabric disaggregation optimizes resources to workloads. Composable fabrics allow you to disaggregate the pool of network resources and eliminate the constraints imposed by the typical fixed-ratio of interconnects per frame. Composability avoids 'forced ratio constraints' on fabric resources.

Composable fabrics are implemented using a primary/satellite architecture which provides:

- 25Gb and 50Gb bandwidth to compute modules,
- Flexible bandwidth allocation in 1% increments (for example, 500Mbps-to-50Gbps of bandwidth can be allocated in 500Mbps increments on 50Gb network interface cards),
- Lower fabric hardware costs, and
- Ethernet, Fibre Channel (FC), Fibre Channel over Ethernet (FCoE), and iSCSI capability.

The primary/satellite architecture disaggregates and extends the composable fabric from the primary interconnect module to satellite frames using HPE Synergy Interconnect Link Modules. This eliminates the need for top-of-rack (ToR) switches because additional satellite frames are connected to the primary interconnect module instead of to a ToR switch. In the HPE Synergy fabric, all the satellite module ports terminate onto primary modules. This differs from typical fabrics where ports are consumed on the ToR switch and where ToR switch ports are connected to an end-of-row (EoR) switch.

Fabric disaggregation in HPE Synergy can reduce your fabric hardware components (and costs), scale network bandwidth across multiple frames, and simplify networking.

Frictionless scaling

Frictionless scaling composes additional fabric resources on-demand to meet your business needs. When you need to add frames or grow your environment, the unique HPE Synergy scaling makes multi-frame deployment simple. Frictionless scaling does not add hops, and it also reduces the number of required management touch points and management steps.

HPE Synergy Composer uses the software-defined intelligence of 'logical enclosures' to add frames to the primary/satellite architecture. This process utilizes hot-pluggable link extensions with the HPE Synergy Interconnect Link Modules to add satellite frames. As HPE Synergy satellite frames are added, they consume ports on the primary frames instead of on a top-of-rack (ToR) switch. This approach consumes fewer ports at the data center aggregation layer and simplifies fabric management at scale.



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Frictionless updates

The goal of frictionless updates is to seamlessly deliver firmware and driver updates without impacting your operations. Frictionless lifecycle operations need to automatically implement the desired changes without disruptive downtime. Hewlett Packard Enterprise aids your update processes by providing Synergy Software Release Sets, which are firmware and driver combinations that have been developed, tested, and released together as a single solution stack. Synergy Software Release Sets include a custom Synergy version of the SPP.

Frictionless interconnect updates require that only the interconnect components be affected, and not the data path. HPE Synergy interconnect updates have no dependency on the compute module and no dependency on the top-of-rack (ToR) configuration. These HPE Synergy systems are designed with separation between the 'management ASIC' and the 'switching plane' so that the interconnect modules can continue to forward traffic even though the modules are rebooted.

HPE Synergy lets you to confidently perform updates to your interconnects while maintaining data traffic. These frictionless updates help you avoid service interruptions, operational costs, and downtime.

Multi-module link aggregation

Multi-module link aggregation (MLAG) on uplinks provides resiliency against failures. This allows applications to remain online through those failures, even when an end-of-row (EoR) switch or one of the two primary interconnect modules is lost. MLAG can also use the fabric architecture to sustain operations in the event of a single-point-of-failure in hyper-virtualized environments. This allows the fabric to withstand a single-point-of-failure in real-time fashion without disruption to hundreds of virtual machines, even though the failure might range from the port-level to the module-level. This appears as one logical switch to the upstream switch, achieves efficient bandwidth utilization using Active-Active configurations, and is simple to configure.

Additional capabilities for managing fabrics in HPE Synergy may provide further productivity and efficiency. These capabilities include: untagged traffic, VLAN tunneling, and configurable Link Aggregation Control Protocol (LACP) timers, min/max bandwidth settings on connections, visibility to MAC address tables, 'per FlexNIC' traffic statistics and performance monitoring, and enhanced detection-protection-reporting of network loops.

Software-defined intelligence

HPE Synergy Composer extends software-defined intelligence to HPE Virtual Connect features to simplify management and to capture best practices.

- Logical Interconnect Groups can configure the Virtual Connect module with its uplinks and satellite modules, creating one 'big' Virtual Connect fabric between multiple frames. These groups enable efficient application to multiple Virtual Connect environments.
- Network Sets can easily update multiple networks in various profiles from a single location, rather than updating each network separately. Network sets are useful in virtual environments where each profile connection needs to access multiple networks.

Software-defined intelligence provides a rich set of interconnect features like easy moves, adds, and changes to HPE OneView-based profiles. These features and flexible connections help to minimize the impact on your existing SAN/LAN infrastructure.

See the [HPE Synergy Configuration and Compatibility Guide](#) for specific Virtual Connect and network hardware requirements.

HPE Composable Fabric (Plexxi)

HPE Synergy with HPE Composable Fabric (formerly known as Plexxi) provides network automation and agility for the Composable Infrastructure. Deploy and scale your infrastructure in real-time without specialized networking skills, quickly compose/decompose cloud resources and workloads, and manage on-premises and public cloud resources.



Standard Features

HPE Composable Fabric's flat network controls workloads via software. You can run multiple, mixed workloads on a single fabric, ensuring workload security and performance. Isolated storage topologies eliminate the need to deploy separate physical networks for data and storage.

- Automation with API-level integration enables application lifecycle operations, like auto-detection and configuration of VLANs.
- Non-disruptive scale gives you the ability to start small and grow incrementally.
- Powerful host and network visualizations increase control, enhance troubleshooting, and provide virtual-to-physical connectivity.
- Integration with VMware Cloud Foundation™ (VCF) on HPE Synergy delivers a secure enterprise-ready private cloud that is flexible, simple to deploy, and cost-efficient.

Infrastructure composability increases operational agility, reduces human interaction through automation, and scales incrementally as needed.

Image Streamer

HPE Image Streamer is a new approach to deployment and updates for composable infrastructure. This optional Synergy management appliance works with HPE Composer to provide fast software-defined control over physical compute modules with operating system (OS) provisioning. HPE Image Streamer enables true stateless computing combined with rapid deployment and updates.

HPE Image Streamer provides a highly-available appliance pair that can capture/edit/store images, create stateless boot images, and deploy or update compute modules quickly. Profiles are combined with golden images and personalities for stateless operation. Stateless boot images are stored in an image repository for fast implementation onto compute hardware at any time. These stateless capabilities can be used to rapidly deploy and/or update multiple compute nodes.

True stateless computing combines the following elements using software-defined intelligence:

- **Profile** – Software-defined intelligence which defines compute modules
- **Golden Image** – Operating environment (bootable OS and application) and I/O driver version
- **Personality** – OS and application configuration (hostname, IP config, etc.)

Notes: If your golden image captures your application stack, then your application stack can also be deployed and/or updated with HPE Image Streamer.

Capabilities in HPE Image Streamer provide:

- Rapid deployments and/or updates to multiple compute nodes
- Software-defined integration of compute module and operating environment into profiles
- IP addresses assigned to Bootable Images for true stateless operation
- Highly-available image archive
- Secure access with rights and privileges from HPE Composer
- Compliance to the latest verified image(s)
- Tools for image capture, editing, and customization/personalization
- Accessibility via GUI and Unified API

Synergy Image Streamer also activates the Synergy “fluid resource pools” by enabling workload switching. Workload switching can provide you with operations flexibility for automation or for rapid time-based workload changes.

HPE Synergy Image Streamer is private-cloud-ready for recent VMware ESXi, Red Hat Enterprise Linux (RHEL), SuSE Linux (SLES), Microsoft Windows Server, and Microsoft Hyper-V images. All tools are also provided for you to support your customized operating environment and images.

HPE Image Streamer will greatly benefit IT areas needing fast changeovers, security update compliance, HA image storage, or programmatic access and control over infrastructure. For more information, see <https://www.hpe.com/us/en/product-catalog/synergy/synergy-management.hits-12.html>.



Standard Features

GPUs

HPE Synergy provides an array of Graphical Processing Units (GPUs) for use in Synergy Compute and VDI environments, managed by Synergy Composer. Synergy GPU deployments support among the highest user densities per rack for CAD, simulation, geophysical analysis, and general knowledge-worker use cases. GPUs are deployed as bare metal OS or virtualized with support for both pass through and virtual, shared GPU deployments.

Synergy Composer, which is powered by HPE OneView with its Unified API, allows for automated GPU repurposing from VDI to HPC compute and back to VDI, thereby significantly increasing the ROI of expensive GPU resources. Please see the following Reference Configuration for more details: <https://h20195.www2.hpe.com/v2/Getdocument.aspx?docname=a00009296enw>

HPE Synergy supports NVIDIA's Tesla P40, P6, M10 and M6 with NVIDIA Virtual Workstation, Virtual PC, and Virtual Applications software. NVIDIA Quadro P6000 and M3000SE are supported in either bare metal or virtualized pass through modes. See the HPE Synergy Graphics Options QuickSpecs for more information: <https://h20195.www2.hpe.com/v2/Getdocument.aspx?docname=a00016718enw>.

Reports

Standardized reports are available to users in HPE Synergy Composer. A pre-defined list of reports is available from the user interface or through the REST API. These reports can be exported to CSV or Microsoft Excel files or printed as PDF files. Typical pre-defined reports are for alerts and users, or for inventories like servers, server firmware, server profiles, enclosures, enclosure bays, and interconnects. Reports are based on inventory, configuration, and health status information.

Custom reports can be created by querying the REST API to access additional data and information.

Remote Management (iLO Advanced)

HPE Synergy Composer enables **iLO Advanced**, a comprehensive lights-out remote management solution, on key Synergy components like compute modules.

Remote management features of HPE iLO Advanced help to solve complex IT problems by providing:

- Remote access to compute module power control and event logs.
- Graphical Remote Console turns a supported browser into a virtual desktop, giving the user full control over the display, keyboard, and mouse of the host node. The OS-independent console displays remote host node activities (like shutdown/startup operations) and can be launched from the HPE Composer Server profile page.
- Shared console and Console replay allows up to six team members to view and share control of a single virtual KVM session, while capturing and saving screen video for later review.
- USB-based Virtual Media allows an IT administrator to boot the remote node from the client machine (or anywhere on the client's network), and execute functions remotely.
- Integration with Microsoft Terminal Services provides a graphical remote console when the OS is fully-loaded/available on the host system -- and a secure, hardware-based Lights-Out console for remote access to the host server when the OS is not operational.
- Serial record and play back saves the text-based output data for later access and play back. Remote system logs record everything being done for later troubleshooting or records.

HPE Synergy Composer2 management appliance is designed with remote access via iLO for remote datacenter access to the management appliance. Composer2 remote access capabilities include remote power controls, a remote console, and re-imaging (using iLO Virtual Media). Enhanced security is always provided by default for Composer2 iLO with use of the strongest iLO security mode (CNSA mode).

Standard Features

Environmental Management

HPE Synergy Composer provides you with a power and energy monitoring that scales with your datacenter. Centralized monitoring of datacenter power consumption and thermal output is complemented with energy instrumentation connected into HPE iLO capabilities, allowing compatibility with any operating system residing on the managed compute module.

Composer integrates thermal data visualization and power delivery infrastructure representation for environmental management of the data center. These key areas are captured in the following environmental management features:

- 3D data center thermal mapping allows you to view the thermal status of your entire data center at a glance. Thermal data is collected from the managed resources in each data center rack and is presented graphically, allowing easy identification of hot spots in a particular rack.
- Utilization dashboards display key CPU/power/thermal information for the selected compute module, frame, or iPDU. Historical utilization graphs provide up to three years of data (depending on storage limitations) help identify and improve power utilization.
- Visualization of CPU, power, and thermal data for compute modules may be viewed and managed.

The environmental management in HPE Synergy Composer can help you save on your operating expenses (OpEx), and it can even extend data center capacity to avoid additional capital expenses (CapEx). It provides performance when you need it, and cost savings when you don't.

Remote Support

Unlock the benefits of your HPE Synergy technology investment by connecting to Hewlett Packard Enterprise for remote support. Reduce down time, increase diagnostic accuracy, and get a single consolidated view of your environment in the HPE Support Center portal. By connecting, you will experience 24x7 monitoring, automatic support case creation, and automatic parts dispatch. Customers of HPE Proactive Care service and HPE Datacenter Care will additionally benefit from proactive reports and issue prevention activities.

These benefits are available to you at no additional cost with your HPE Synergy frames and compute modules securely connected to Hewlett Packard Enterprise support:

- Enable remote support via 'Settings' in the HPE OneView interface,
- Support HPE Synergy 12000 frames, compute modules, interconnect modules, and D3940 storage modules.
- Check a single box to enable remote support for all eligible devices,
- Quickly register your datacenter contacts and designated service or reseller partners,
- Quickly generate service alerts,
- Display contract and warranty data on server pages,
- Automatically trigger creation of a support case with display of the case ID from service events associated with hardware failures,
- Configure email notifications for opening/closing support cases and for contract/warranty expirations.
- Sign in to Hewlett Packard Enterprise Support Center to view case details, contract and warranty details, and a dashboard of all your connected devices.
- Display a single consolidated view of devices connected via Insight Remote Support in the HPE Support Center along with your HPE OneView remote support connected devices.
- Allow remote device access to Synergy Composer (with your permission) for an HPE support technician to securely connect for troubleshooting and issue resolution.

HPE Synergy Composer provides integrated remote support from the management appliance. It utilizes the agentless remote support that is part of iLO4 and is independent of operating systems.



Standard Features

Unified API for Open Integration

A Unified API enables access to the full power of the management architecture, assuming appropriate permissions, via the REpresentational State Transfer (REST) API and State-Change Message Bus. RESTful APIs are the standard of the modern IT industry because they are widely used, simple, and efficient. You can integrate, automate, and customize HPE Composer to access additional information or to control activities using the Unified API.

The Unified API, which is also native to HPE OneView, makes 'infrastructure as code' accessible to:

- Create an intelligent automation hub to orchestrate and reduce manual operations,
- Automate standard work flows, troubleshooting steps, and integrations (such as for configuration management databases, also known as CMDB),
- Connect to Service Desks, providing a consistent and reliable representation of the state of infrastructure across multiple tools at any given moments,
- Monitor resources, collect data, map/model systems, and export data to custom formats,
- Attach custom databases, data warehouses, or 3rd party business intelligence tools, or
- Integrate in-house user customizations.

HPE Composer, which embeds HPE OneView, hosts a powerful State-change Message Bus which the REST APIs use to provide automation and a closed-loop method of ensuring compliance. This interface notifies custom scripts and integrations of all changes to managed resources (both logical and physical resources) via asynchronous messaging without having to continuously poll for status. The message bus returns commands in 500 milliseconds to give you fast responses for your custom integration of applications, processes, and devices.

Through HPE OneView, HPE Composer also provides access to an embedded RabbitMQ, a highly-scalable and distributed message bus infrastructure. RabbitMQ supports the industry-standard Advanced Message Queuing Protocol (AMQP), and it offers a variety of enterprise-class management features like reliability, high availability, flexible routing, clustering, federation, guaranteed delivery, multiprotocol, and tracing.

Using HPE Unified RESTful APIs, you can obtain certificates to access the two message buses: the State-Change Message Bus or the Metric Streaming Message Bus. The message content is sent in JavaScript Object Notation (JSON) format and includes the resource model.

Software developer kits (SDK) for the REST-based Unified API are available for several languages:

- Python: <https://github.com/HewlettPackard/python-hpOneView>
- PowerShell: <https://github.com/HewlettPackard/POSH-HPOneView>
- Java: <https://github.com/HewlettPackard/oneview-sdk-java>
- Ruby: <https://github.com/HewlettPackard/oneview-sdk-ruby>

Other documents to assist your custom integrations using the REST APIs can be found at:

- [HPE OneView technical documentation](#)
- Integration with HPE OneView: A technical guide for ISVs and developers <https://www.hpe.com/h20195/v2/GetDocument.aspx?docname=4AA5-8669ENW>
- [HPE OneView Community forum](#)

HPE Global Dashboard

HPE OneView Global Dashboard provides a unified view of multiple instances of HPE OneView appliances. The unified dashboard displays integrated information from HPE OneView running on c-Class BladeSystems, ProLiant DL (rack) servers, and Synergy Composers.

Global Dashboard displays at-a-glance health status for all HPE OneView instances with integrated asset reporting. Devices of interest can be searched across all the environments in seconds. Global Dashboard also supports in-context launches to HPE OneView and iLO with single sign-on for HPE OneView appliance users.

Standard Features

VMware vCenter, vRealize Operations, Log Insight, and Orchestrator [integrations]

HPE OneView for VMware vCenter seamlessly integrates the manageability features of HPE ProLiant, Synergy, BladeSystem, Virtual Connect, and Storage with VMware solutions. Gain deep control of your virtualized HPE Converged Infrastructure environment— reducing the time it takes to make important changes, increase capacity, or manage planned and unplanned downtime.

Seamlessly integrate HPE's Converged Management with VMware management solutions

- Simplify administration with VMware console access to HPE's infrastructure management.
- Reduce downtime by automating responses to hardware events with support of VMware Proactive HA.
- Proactively manage changes with detailed relationship dashboards.
- Leverage on-demand server and storage capacity.
- Maintain stability and reliability with online firmware inventory and deployment.
- Integrations for VMware vRealize Operations, vRealize Log Insight, and vRealize Orchestrator deliver powerful analytics and deep troubleshooting tools.

Extensions for VMware are licensed for use with HPE OneView. To download, visit: <http://www.hpe.com/products/ovcenter>.

Notes: VMware vCenter Server, and vRealize Operations, Log Insight, and Orchestrator must be purchased separately and are not included with HPE OneView.

Microsoft System Center and Azure Log Analytics [integrations]

HPE OneView integrates with Microsoft System Center Server to deliver powerful HPE hardware management capabilities directly from System Center consoles for comprehensive system health and alerting, driver and firmware updates, OS deployment, detailed inventory, and HPE fabric visualization.

HPE OneView for Microsoft System Center Server provides the following capabilities:

System Center Virtual Machine Manager (SCVMM)

- Integrated Fabric Management/Storage Add-in automates HPE Storage management and provides an integrated view of VMs and associated storage resources.
- Enhanced provisioning and simplified driver and firmware.
- Visually trace and monitor your infrastructure network end-to-end, from the host to the individual network modules.

System Center Operations Manager (SCOM)

- Proactive health monitoring and alerting for HPE Synergy infrastructure, servers, enclosures, HPE Virtual Connect, and HPE Storage.
- Includes HPE Storage Management Pack for SCOM, which enables HPE Storage monitoring and management for events/alerts, capacity and health dashboards, and detailed virtual infrastructure.

System Center Configuration Manager (SCCM)

- Ensures consistency and maximizes uptime with simplified Windows driver and firmware updates.

Extensions for Microsoft System Center can be downloaded at <http://www.hpe.com/products/ovsc>.

HPE OneView for Microsoft Azure Log Analytics provides hybrid cloud infrastructure management for on-premises HPE hardware and firmware inventory, health status, and alert analysis using cloud based Microsoft Log Analytics. This solution gathers data from HPE OneView and HPE Synergy that is used by the powerful log analytics and query engine of Azure Log Analytics. For more information, please visit <http://www.hpe.com/products/ov4la>.

Notes: Microsoft System Center and Azure Log Analytics must be purchased separately and are not included with HPE OneView.



Standard Features

Synergy Software Releases

HPE Synergy Software Releases provide users with tested sets of firmware, drivers, and related updates. Combinations within specific software releases are developed and released together to ensure environment stability.

HPE Synergy Software Releases consist of Synergy Management combinations and Synergy Custom SPP's. Users can select and update this software separately using recommended guidelines.

- Synergy Software Release = (Synergy Management combo) + (Synergy Custom SPP)
- Synergy Software Release = (Composer + Image Streamer) + (Frames + Compute modules)

Synergy Management combinations deliver versioned pairs of software for HPE Synergy Composer and HPE Synergy Image Streamer. These versioned pairs of software assure users of compatible operation. Likewise, Synergy Custom SPP's deliver firmware, drivers, and updates for Synergy Frames and Synergy Compute Modules. Links are also provided to software updates for switches that are not managed by Composer.

HPE Synergy Software Releases keep systems up-and-running as stable operating environments.

For more info see 'HPE Synergy Software Releases–Overview': <http://www.hpe.com/downloads/synergy>.

Developers Hub, and Reference Architectures

HPE Synergy can be easily integrated with common applications in order to automate, orchestrate, and customize its use in IT environments. The Composable Infrastructure Developers Hub provides a wealth of resources, including partner applications and reference architectures.

- Composable Infrastructure Developers Hub: <http://www.hpe.com/info/composablepartners>
-



Service and Support

HPE Pointnext - Service and Support

Get the most from your HPE Products. Get the expertise you need at every step of your IT journey with **HPE Pointnext Services**. We help you lower your risks and overall costs using automation and methodologies that have been tested and refined by HPE experts through thousands of deployments globally. HPE Pointnext **Advisory Services** focus on your business outcomes and goals, partnering with you to design your transformation and build a roadmap tuned to your unique challenges. Our **Professional** and **Operational Services** can be leveraged to speed up time-to-production, boost performance and accelerate your business. HPE Pointnext specializes in flawless and on-time implementation, on-budget execution, and creative configurations that get the most out of software and hardware alike.

Consume IT on your terms

HPE GreenLake brings the cloud experience directly to your apps and data wherever they are—the edge, colocations, or your data center. It delivers cloud services for on-premises IT infrastructure specifically tailored to your most demanding workloads. With a pay-per-use, scalable, point-and-click self-service experience that is managed for you, HPE GreenLake accelerates digital transformation in a distributed, edge-to-cloud world..

- Get faster time to market
- Save on TCO, align costs to business
- Scale quickly, meet unpredictable demand
- Simplify IT operations across your data centers and clouds

Managed services to run your IT operations

HPE GreenLake Management Services provides services that monitor, operate, and optimize your infrastructure and applications, delivered consistently and globally to give you unified control and let you focus on innovation.

Free up resources with Operational Services from HPE Pointnext Services

HPE delivers services for IT by using proven best practices as well as automation and methodologies that have been tested and refined by HPE experts and artificial intelligence through thousands of deployments globally. Choose from the recommended services for customers purchasing from Hewlett Packard Enterprise or an authorized reseller. Services are quoted using Hewlett Packard Enterprise order configuration tools.

HPE Pointnext Tech Care

HPE Pointnext Tech Care is the new operational service experience for HPE products. Tech Care goes beyond traditional support by providing access to product specific experts, an AI driven digital experience, and general technical guidance to not only reduce risk but constantly search for ways to do things better. HPE Pointnext Tech Care has been reimaged from the ground up to support a customer-centric, AI driven, and digitally enabled customer experience to move your business forward. HPE Pointnext Tech Care is available in three response levels. Basic, which provides 9x5 business hour availability and a 2 hour response time. Essential which provides a 15 minute response time 24x7 for most enterprise level customers, and Critical which includes a 6 hour repair commitment where available and outage management response for severity 1 incidents.

<https://www.hpe.com/services/techcare>

HPE Pointnext Complete Care

HPE Pointnext Complete Care is a modular, edge-to-cloud IT environment service that provides a holistic approach to optimizing your entire IT environment and achieving agreed upon IT outcomes and business goals through a personalized and customer-centric experience. All delivered by an assigned team of HPE Pointnext Services experts. HPE Pointnext Complete Care provides:

- A complete coverage approach -- edge to cloud
- An assigned HPE team
- Modular and fully personalized engagement
- Enhanced Incident Management experience with priority access
- Digitally enabled and AI driven customer experience

<https://www.hpe.com/services/completechcare>

Service and Support

Deploy and integrate

HPE Synergy First Frame Installation and Startup

Provides for hardware installation (HPE Synergy compute modules, Storage Modules, Virtual Connect modules, Interconnect Link Modules, Frame Link Modules, HPE Image Streamer, and HPE Synergy D3940 Storage Modules) and basic software startup for the first frame of your HPE Synergy deployment. Additional frames can be added using the HPE Synergy Additional Frame Installation and Startup Service.

HPE Synergy Additional Frame Installation and Startup Service

Add additional frames to your HPE Synergy First Frame Startup service or expand your existing HPE Synergy Infrastructure.

HPE Factory Express Initial Frame Service for Synergy

Factory Express allows a customers' configurations to be pre-configured in the HPE Integration center with an implementation project manager to manage the deployment end to end. The project manager will act as a single point of contact to coordinate the build, delivery and onsite installation and commissioning of the solution. In addition to the configuration and deployment activities, your HPE Synergy configuration goes through comprehensive testing and a detailed documentation package on the configuration and settings of the delivered solution will be provided.

HPE Factory Express Synergy Additional Frame Service for Synergy

Add additional frames to your HPE Synergy Factory Express Initial Frame Service.

HPE Add Image Streamer Installation and Startup Service

HPE Add Image Streamer Installation and Startup Service provides the installation and basic software configuration for one pair of HPE Synergy Image Streamers into an existing HPE Synergy environment. This service can be purchased to introduce a pair of HPE Synergy Image Streamers to an existing HPE Synergy environment that does not currently have Image Streamer installed or to expand an existing HPE Synergy Image Streamer environment.

HPE Education Services

Keep your IT staff trained making sure they have the right skills to deliver on your business outcomes. Book on a class today and learn how to get the most from your technology investment. See <http://www.hpe.com/ww/learn>.

HPE Support Center

The HPE Support Center is a personalized online support portal with access to information, tools and experts to support HPE business products. Submit support cases online, chat with HPE experts, access support resources or collaborate with peers. Learn more <http://www.hpe.com/support/hpesc>.

The HPE Support Center Mobile App* allows you to resolve issues yourself or quickly connect to an agent for live support. Now, you can get access to personalized IT support anywhere, anytime.

Notes: HPE Support Center Mobile App is subject to local availability.

HPE Insight Remote Support and HPE Support Center are available at no additional cost with a HPE warranty, HPE Support Service or HPE contractual support agreement.

Parts and Materials

Hewlett Packard Enterprise will provide HPE-supported replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available and recommended engineering improvements.

Parts and components that have reached their maximum supported lifetime and/or the maximum usage limitations as set forth in the manufacturer's operating manual, product QuickSpecs, or the technical product data sheet will not be provided, repaired, or replaced as part of these services.

The defective media retention service feature option applies only to Disk or eligible SSD/Flash Drives replaced by Hewlett Packard Enterprise due to malfunction.



Service and Support

For more information

More information on HPE services can be found at <http://www.hpe.com/services>.



Models

HPE Synergy Composer

HPE Synergy Composer includes embedded HPE OneView and iLO Advanced

Notes:

- HIGHLY RECOMMENDED that a second HPE Synergy Composer appliance module be added for redundancy.
- No direct license is required. Supports any HPE Synergy Compute module and other installed module options.

HPE Synergy Composer2 Management Appliance

872957-B21

Notes:

- Single unit per SKU. Two units per solution required for a redundant pair.
- CAUTION, both appliance units of a redundant pair must be of the same generation.

HPE Synergy TAA-compliant Composer2 Management Appliance

872957-B22

Notes:

- Single unit per SKU. Two units per solution required for a redundant pair.
- CAUTION, both appliance units of a redundant pair must be of the same generation.

Notes: HPE offers multiple Trade Agreement Act (TAA) compliant configurations to meet the needs of US Federal Government customers. These products are either manufactured or substantially transformed in a designated country.

Software Solutions for HPE Synergy

Notes: For partner software integrations and solutions, see <http://www.hpe.com/info/composablepartners>



Related Options

HPE Synergy Services

Notes: See HPE Support Services Central for additional services at <http://ssc.hpe.com>

HPE Synergy Proactive Care Services

HPE 3 Year Proactive Care 24x7 Synergy Composer Service	H0VV2E
HPE 3 Year Proactive Care 24x7 with DMR Synergy Composer Service	H0VV3E

HPE Synergy Deployment/Installation & Start-up Services

HPE Factory Express Synergy Initial Frame Package 4 Service	HA454A1-300
HPE Factory Express Synergy Add-on Frame Package 4 Service	HA454A1-301
HPE Synergy First Frame Startup Service	U8JM3E
HPE Synergy Additional Frame Startup Service	U8JM4E
HPE Synergy Add Image Streamer Installatiion and Startup Service	H1RU1E

HPE Synergy Firmware Update Services

HPE Firmware Update Analysis for Synergy Service	HA9H5E
HPE FW Update Analysis for Synergy SVC	HF2Z5A1
HPE Firmware Update Implementation for Synergy SVC	HA9H6E
HPE FW Update Implement for Synergy SVC	HF2Z6A1

HPE Synergy Image Streamer Implementation Service



Technical Specifications

Environmental-friendly Products and Approach - End-of-life Management and Recycling

Hewlett Packard Enterprise offers end-of-life Hewlett Packard Enterprise product return, trade-in, and recycling programs in many geographic areas. Products returned to Hewlett Packard Enterprise will be recycled, recovered or disposed of in a responsible manner. For more information, contact your nearest Hewlett Packard Enterprise sales office or visit the [**HPE Product Return and Recycling site**](#).

The EU WEEE directive (2002/95/EC) requires manufacturers to provide treatment information for each product type for use by treatment facilities. This information (product disassembly instructions) is posted on the Hewlett Packard Enterprise web site. These instructions may be used by recyclers and other WEEE treatment facilities as well as Hewlett Packard Enterprise OEM customers who integrate and re-sell Hewlett Packard Enterprise equipment.



Summary of Changes

Date	Version History	Action	Description of Change
15-Sep-2021	Version 14	Changed	Obsolete SKUs were removed Services and Support Pointnext Tech Care and Complete Care information added
18-Jan-2020	Version 13	Changed	Overview and Standard Features sections were updated.
03-Sep-2019	Version 12	Changed	Overview, Standard Features, Service and Support, Models, and Related Options sections were updated for Synergy Composer2.
		Added	SKUs added in Models section: 872957-B21, 872957-B22. SKUs added in Related Options section: HA9H5E / HF2Z5A1 and HA9H6E / HF2Z6A1.
		Removed	SKUs removed in Models section: 804937-B21, 804937-B22, 794502-B23, 720193-B21, 813874-B21, 838327-B21, 861412-B21, 861413-B21.
04-Feb-2019	Version 11	Changed	Overview, Standard Features, Service and Support, and Related Options sections were updated.
01-Oct-2018	Version 10	Changed	Standard Features, and Models sections were updated.
		Removed	Obsolete SKU in Models was deleted: 861414-B21.
04-Jun-2018	Version 9	Changed	Overview, Standard Features, Service and Support, and Models were updated.
04-Dec-2017	Version 8	Changed	Overview, Standard Features, and Service and Support sections were updated.
11-Jul-2017	Version 7	Changed	Standard Features and Models sections were updated
12-Jun-2017	Version 6	Changed	Overview, Standard Features, Models and Technical Specifications sections were updated.
		Added	SKUs added in Models section: 804353-B21, 804353-B22, 804937-B22, 838327-B21.
16-Dec-2016	Version 5	Changed	Overview, Standard Features, Service and Support, Models, and Related Options sections were updated.
		Removed	SKUs in Models sections were deleted: K8G29A, K8G29AAE, M5R19A, M5R19AAE.
18-Nov-2016	Version 4	Changed	Models, Related Options and Service and Support sections were updated.
31-Mar-2016	Version 3	Changed	Overview, Standard Features, Models, Service and Support, and Related Options sections were updated.
		Added	SKUs added in Models and Related Options sections: 804353-B21, 804937-B21, 779224-B21, 838327-B21, 861413-B21, K8G29A, K8G29AAE, M5R19A, M5R19AAE, H0VV2E, H0VV3E, H0VV5E, H0VV6E, HA454A1-300, HA454A1-301, U8JM3E, U8JM4E.
17-Dec-2015	Version 2	Changed	Overview section was updated.
01-Dec-2015	Version 1	Created	New QuickSpecs



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